



2020 IHCP Annual Workshop

MDwise Provider Portal

Providing health coverage to Indiana families since 1994

Agenda

- Provider Page
- Accessing the Portal
- Eligibility
- Claim Status
- Member Health Profile
- Quality
- Contact
- Resources
- Questions

Provider Page



A McLaren Company

[Español](#)

[Home](#) | [For Members](#) | [For Providers](#) | [Become a Member](#) | [Events](#) | [About Us](#)



We appreciate our providers!
They provide the best care for our members.

Thank you!



Quick Links
[Provider Prior Authorization Guide](#)
[Hoosier Healthwise Handbook](#)
[HIP Handbook](#)
[MDwise Marketplace Handbook](#)
[MDwise Rewards](#)
[INcontrol Disease Management Program](#)

[myMDwise Login](#)

Click here to sign up for your myMDwise account!



[For Members](#)

Here you will find helpful information to better understand your MDwise health benefits.



[Become a Member](#)

How do I apply or enroll for MDwise health insurance?

[Apply for Hoosier Healthwise](#)

[Apply for Healthy Indiana Plan](#)

MDwise Headlines/News
[MDwise Relocating to Class A Midtown Space](#)

[MDwise Streamlines Business Operations to Improve Provider and Member Experience](#)

Connect with us

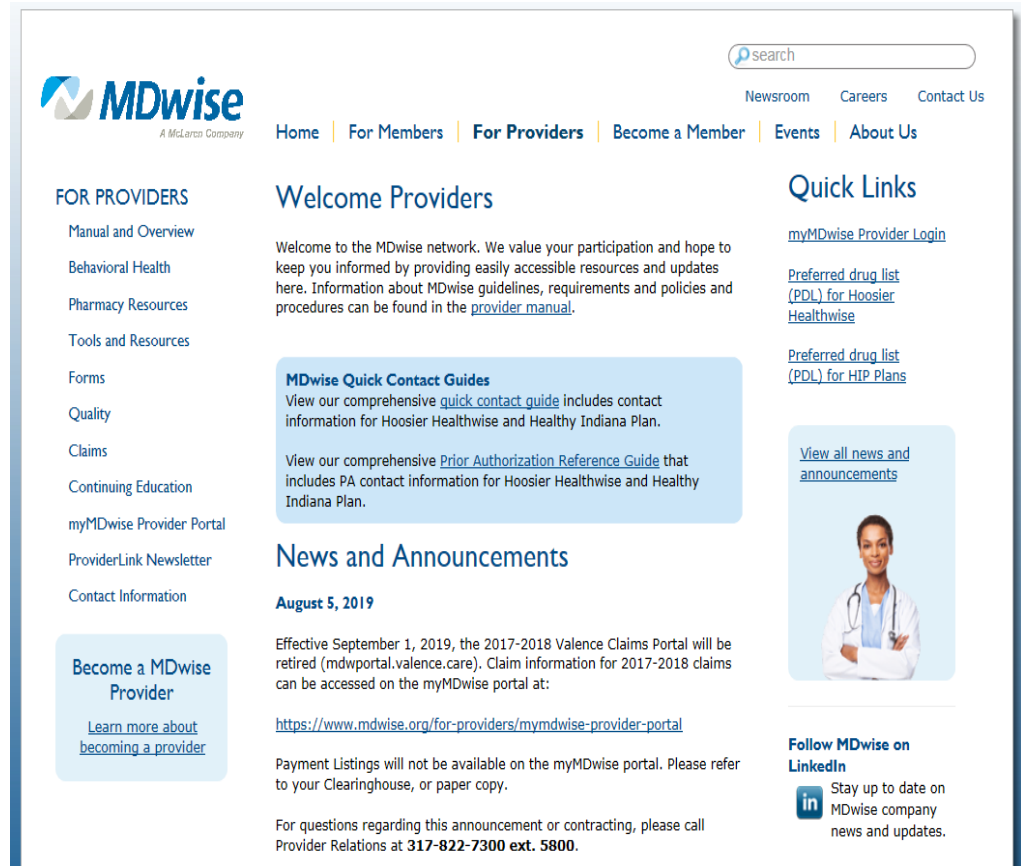


[Contact Us](#) | [Careers](#) | [Site Map](#) | [HIPAA Policy](#) | [Privacy Policy](#) | [Terms of Use](#) | [Print This Page](#) | [Email this Page](#)

Provider Page

Provider Page Features:

- Provider Manuals
- Department Forms
- Pharmacy Resources
- Quality Education Materials
- Contact Guides
- News and Announcements
- Provider Portal Access
- ProviderLink Newsletter
- How to Become a MDwise Provider
- Prior Authorization Lists
- Continuing Education Materials



The screenshot displays the MDwise website's provider portal. At the top, the MDwise logo is accompanied by a search bar and navigation links for Newsroom, Careers, and Contact Us. A secondary navigation bar includes Home, For Members, For Providers (highlighted), Become a Member, Events, and About Us. The left sidebar, titled 'FOR PROVIDERS', lists various resources such as Manual and Overview, Behavioral Health, Pharmacy Resources, Tools and Resources, Forms, Quality, Claims, Continuing Education, myMDwise Provider Portal, ProviderLink Newsletter, and Contact Information. A 'Become a MDwise Provider' button with a link to 'Learn more about becoming a provider' is also present. The main content area features a 'Welcome Providers' message, a 'MDwise Quick Contact Guides' section with links to contact guides and a prior authorization reference guide, and a 'News and Announcements' section dated August 5, 2019, regarding the retirement of the 2017-2018 Valence Claims Portal. A right sidebar contains 'Quick Links' to the myMDwise Provider Login, preferred drug lists (PDL) for Hoosier Healthwise and HIP Plans, and a link to view all news and announcements, accompanied by a photo of a healthcare professional. At the bottom right, there is a 'Follow MDwise on LinkedIn' section with a LinkedIn icon and text encouraging users to stay up to date on company news and updates.

Provider Page

Why use the Provider Page?


- Updated versions of forms
- Updated contact guides
- Access to archived materials
- Learn how to earn incentives through Quality
- Print resources for your office to educate members on:
 - Smoking Cessation
 - Behavioral Health
 - Diabetes
 - Pregnancy

Accessing the Portal

myMDwise Provider Portal

- <http://www.MDwise.org/for-providers>
 - Member Eligibility, including assigned Primary Medical Provider (PMP)
 - Claims
 - Quality Reports
 - Member Rosters
 - Member Health Profile
 - Coordinate Medical and Behavioral Health services based on paid claims
 - Includes physician visits, medication and ER visits
 - Care Management/Disease Management Requests

Accessing the Portal



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Newsroom | Careers | Contact Us

Home | For Members | **For Providers** | Become a Member | Events | About Us

FOR PROVIDERS

- Manual and Overview
- Behavioral Health
- Pharmacy Resources
- Tools and Resources
- Forms
- Quality
- Claims
- Continuing Education
- myMDwise Provider Portal**
- ProviderLink Newsletter
- Contact Information

Welcome Providers

Welcome to the MDwise network. We value your participation and hope to keep you informed by providing easily accessible resources and updates here. Information about MDwise guidelines, requirements and policies and procedures can be found in the [provider manual](#).

MDwise Quick Contact Guides

View our comprehensive [quick contact guide](#) includes contact information for Hoosier Healthwise and Healthy Indiana Plan.

View our comprehensive [Prior Authorization quick contact guide](#) that includes PA contact information for Hoosier Healthwise and Healthy Indiana Plan.


News and Announcements

June 10, 2019

MDwise sent a list of claims to the state for encounter/shadow claim payments. The state returned part of this list stating that the provider either was not enrolled with the TIN, Group NPI, LPI billed, or was not actively enrolled under the TIN, NPI, LPI combo on the date of service. The state reviewed these claims and determined that based on how the claim was billed, this payment was made in error. Please verify with the state that your billing information submitted on the claim is correct. For directions on reconsideration by MDwise, please [click here](#).

Quick Links

- [myMDwise Provider Login](#)**
- [Preferred drug list \(PDL\) for Hoosier Healthwise](#)
- [Preferred drug list \(PDL\) for HIP Plans](#)
- [View all news and announcements](#)



Follow MDwise on LinkedIn

Stay up to date on MDwise company news and updates.

Accessing the Portal



Welcome to myMDwise

The myMDwise provider portal allows registered providers to view member eligibility information securely online for both IHCP/Medicaid and MDwise Marketplace.

Included are the following online features:

- View member eligibility information.
- View member claims information.
- View member PMP information.
- View patient roster –PMPs Only.
- Submit requests for care management disease management programs.
- Request access to Quality Reports.
- Request access to Member Health Profile.
- Contact MDwise Provider Relations online.

Request for Access

Providers must complete the sign-up process to gain access. Users are required to create individual accounts. [View our sign-up guide for additional help.](#)

Provider Login

Username

Password

Submit

Providers:

[Request a new account](#)

[Forgot your username or Password?](#)



Accessing the Portal

MDwise
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Search

Newsroom | Careers | Contact Us

Home | For Members | **For Providers** | Become a Member | Events | About Us

Manual and Overview
Behavioral Health
Pharmacy Resources
Tools and Resources
Forms
Quality
Claims
Continuing Education
myMDwise Provider Portal
ProviderLink Newsletter
Contact Information

myMDwise Provider Portal

The myMDwise provider portal allows registered providers to view member eligibility information securely online for IHCP/Medicaid.

Included are the following online features:

- View member eligibility information.
- View member claims information.
- View member PMP information.
- View patient roster. (PMP Only)
- Submit requests for care management disease management programs.
- Request access to Quality Reports.
- Request access to Member Health Profile.
- Contact MDwise Provider Relations online.

[Login to myMDwise](#)

[Click here to access the DentaQuest provider portal.](#)

Create a New Account

Providers must complete the sign-up process to gain access. Users are required to create individual accounts. Visit the [myMDwise provider login page](#) and click on the link which reads "Request New Account."

You will need the following information:


- Provider NPI and TIN.
- An email address.

[View our sign-up guide for additional help.](#)

Connect with us   

Contact Us | Careers | Site Map | HIPAA Policy | Privacy Policy | Terms of Use | Print This Page | Email this Page

Accessing the Portal



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You are currently logged in as: Jinny Hibbert
[Messages \(0\)](#) [Profile](#) [Logout](#)

Home

Home

Marketplace Menu ▾

Medicaid Menu ▾

Quality Reports

CM/DM Form

Member Health Profile

Member Health Profile


Welcome to myMDwise


Welcome to the MDwise network. We value your participation and hope to keep you informed by providing easily accessible resources and updates here.


[Provider Portal Help Guide](#)

[Contact MDwise Provider Relations](#)


IHCP Programs


 Eligibility/Claims

 Patient Roster

 Provider Claims Help

MDwise Marketplace

 Eligibility/Claims

 Patient Roster

Accessing the Portal

Portal Features:

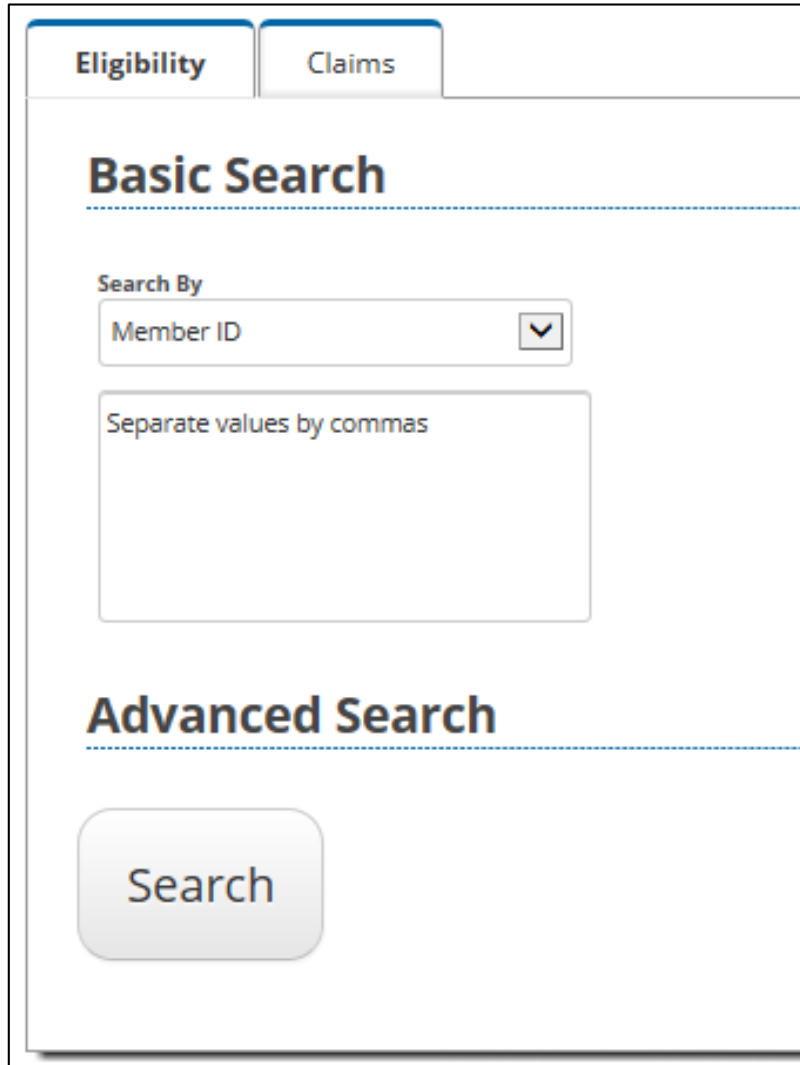
- Claim Status
- Claim Payment Information
- Member Eligibility
- Quality Reports
- PMP Member Rosters
- Member Health Profile
- Care Management/Disease Management (CM/DM) Request Form
- Secure Messages for Provider Relations

Eligibility

To verify member eligibility (or claim status) in the myMDwise Provider Portal, click the *Medicaid Menu* drop-down box from the home screen and select “Claims & Eligibility.”



Eligibility



The screenshot displays a web interface with two tabs at the top: "Eligibility" (selected) and "Claims". Below the tabs, the "Basic Search" section is visible, featuring a "Search By" dropdown menu currently set to "Member ID". Below this is a text input field with the placeholder text "Separate values by commas". The "Advanced Search" section is partially visible below the basic search area. A large "Search" button is located at the bottom of the interface.

The “Claims & Eligibility” drop-down option will take you to this screen.

Verifying Eligibility:

- Search by Member ID or SSN

Results will provide:

- Original effective date
- Eligibility Status
- PMP History
- Claim history for last 150 days

Eligibility

When determining eligibility, verify:

- Is the member eligible for services today?
- In which Indiana Health Coverage Program plan are they enrolled?
- If the member is in Hoosier Healthwise or Healthy Indiana Plan, are they assigned to MDwise?
- Who is the member's Primary Medical Provider (PMP)?

IHCP Provider Healthcare Portal	myMDwise Provider Portal
• IHCP Program	• Delivery System: MDwise Excel
• Managed Care Entity	• Assigned PMP History
• Assigned PMP	
• Delivery System: MDwise Excel	

Claim Status

Tip: Search for claims by Member ID and date of service to see status of all claims submitted for this date.

Eligibility

Claims

Basic Search

Search By
Member ID

Member ID
([Lookup](#))

☒ Date of Service

From to

☐ Paid Date

Sort by

Claim Number	Member Name	Member ID	Program	Date of Service	Total Billed Charges	Amount Paid	Provider	Claim Status
2019			HIP 2.0	5/3/2019	\$1,230.00	\$0.00		Pending
2019			HIP 2.0	5/3/2019	\$1,230.00	\$190.26		Pending

Member Health Profile


- The Member Health Profile (MHP) is an online tool to help registered in-network primary medical providers (PMPs) and specific Behavioral Health providers with coordination of care.
- Allows the PMP and behavioral health (BH) provider to view their member's medical and pharmacy claims for all of the doctors who see the member.
- The information is displayed in one interface and can be printed.
- PMPs can use this information to identify the gaps in care and better manage the member's overall care plan.

Member Health Profile

How to Request Access to Member Health Profile:

- Complete our online request form.
- Only PMP National Provider Identifiers (NPIs) should be used- Specialists/non-PMPs will not be able to look up users in the Member Health Profile.
- Allow 5-7 business days for processing.
- If providers have technical issues while registering or accessing the profile, please send an email to healthprofile@mdwise.org.
 - Please note:
 - This is not for claims questions.
 - Do not send any Protected Health Information (PHI)

Member Health Profile



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You are currently logged in as: test.provider test
[Messages \(0\)](#) [Profile](#) [Logout](#)

[Home](#) | [Helpful Links](#) | [Quality Reports](#) | [CM/DM Form](#) | [Member Health Profile](#) | [Provider - PASE](#)

Search by Member Name or RID
 (Enter at least 3 characters or numbers; HHW and HIP members only)

1 of 1


Export to the selected format

Export

Member Health Profile

Note: Claims and Eligibility data as of 5/8/2017

The claims data is related to MDwise members only and excludes substance abuse and infectious disease diagnosis per federal regulations



Member Information

RID	Name	DOB	Sex	Address	Phone
-----	------	-----	-----	---------	-------

Member Medical Claims (previous 12 months)

DOS	Provider ID	Name	Phone	CPT	Procedure Description	Diag	Description
-----	-------------	------	-------	-----	-----------------------	------	-------------


Member Pharmacy Claims (previous 12 months)

DOS	NDC	Description	Days Supply	Provider ID	Name
-----	-----	-------------	-------------	-------------	------

MDwise - Member Health Profile - Private and Confidential

Page 1 of 1

Member Health Profile






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You are currently logged in as: test.provider test
[Messages \(0\)](#) [Profile](#) [Logout](#)

[Home](#) | [Helpful Links](#) | [Quality Reports](#) | [CM/DM Form](#) | [Member Health Profile](#) | [Provider - PASE](#)

Search by Member Name or RID
 (Enter at least 3 characters or numbers; HHW and HIP members only)

123456789014 Jetson, Elroy
123456789012 Jetson, George
123456789013 Jetson, Jane
123456789015 Jetson, Judy

to the selected format [Export](#)   

Member Health Profile 
Note: Claims and Eligibility data as of 5/8/2017
The claims data is related to MDwise members only and excludes substance abuse and infectious disease diagnosis per federal regulations

Member Information

RID	Name	DOB	Sex	Address	Phone
-----	------	-----	-----	---------	-------

Member Medical Claims (previous 12 months)

DOS	Provider ID	Name	Phone	CPT	Procedure Description	Diag	Description
-----	-------------	------	-------	-----	-----------------------	------	-------------


Member Pharmacy Claims (previous 12 months)

DOS	NDC	Description	Days Supply	Provider ID	Name
-----	-----	-------------	-------------	-------------	------

MDwise - Member Health Profile - Private and Confidential

Page 1 of 1

Member Health Profile





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You are currently logged in as: test.provider test
[Messages \(0\)](#) [Profile](#) [Logout](#)

[Home](#) | [Helpful Links ▾](#) | [Quality Reports](#) | [CM/DM Form](#) | [Member Health Profile](#) | [Provider - PASE](#)

Search by Member Name or RID
 (Enter at least 3 characters or numbers; HHW and HIP members only)

1 of 1

Export to the selected format ▾ Export  

Member Health Profile

Note: Claims and Eligibility data as of 5/8/2017

The claims data is related to MDwise members only and excludes substance abuse and infectious disease diagnosis per federal regulations

Member Information

RID	Name	DOB	Sex	Address	Phone
123456789014	Jetson, Elroy	4/13/2003	M	123 Space Way	317 555 1234

Member Medical Claims (previous 12 months)

DOS	Provider ID	Name	Phone	CPT	Procedure Description	Diag	Description
11/3/2016	7123456789	CUDDY, LISA	317 555 1212	99213	OFFICE/OUTPATIENT VISIT EST	477.9	Allergic rhinitis NOS
11/3/2016	7123456789	CUDDY, LISA	317 555 1212	90471	IMMUNIZATION ADMIN	477.9	Allergic rhinitis NOS
11/3/2016	7123456789	CUDDY, LISA	317 555 1212	90686	FLU VAC NO PRSV 4 VAL 3 YRS+	477.9	Allergic rhinitis NOS
9/22/2016	7123456799	HOUSE, GREG	574 555 1212	V2020	VISION SVCS FRAMES PURCHASES	367.1	Myopia
5/19/2016	7123456799	HOUSE, GREG	574 555 1212	99283	EMERGENCY DEPT VISIT	842.13	Sprain interphalangeal

Member Pharmacy Claims (previous 12 months)

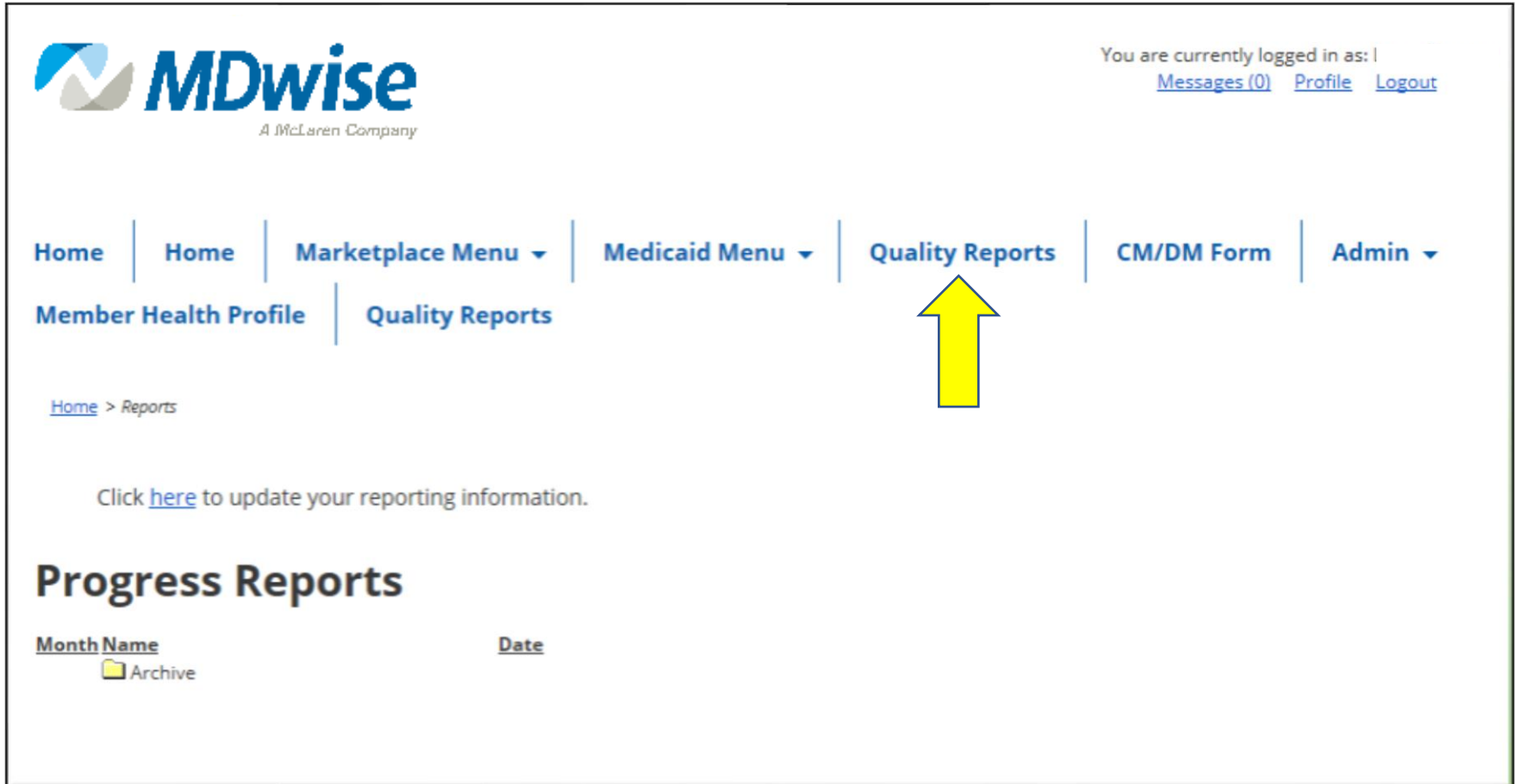
DOS	NDC	Description	Days Supply	Provider ID	Name
11/3/2016	00054327099	Fluticasone Propionate	30	7123456789	CUDDY, LISA

MDwise - Member Health Profile - Private and Confidential

Page 1 of 1

Quality

Online Reports: Quality Reports, PMP reports



The screenshot displays the MDwise website interface. At the top left is the MDwise logo with the tagline "A McLaren Company". At the top right, it says "You are currently logged in as: I" followed by links for "Messages (0)", "Profile", and "Logout". The main navigation bar includes links for "Home", "Home", "Marketplace Menu", "Medicaid Menu", "Quality Reports", "CM/DM Form", and "Admin". Below this, there are links for "Member Health Profile" and "Quality Reports". A yellow arrow points to the "Quality Reports" link in the main navigation bar. Below the navigation bar, there is a breadcrumb trail "Home > Reports" and a message "Click [here](#) to update your reporting information." The main content area is titled "Progress Reports" and features a table with columns "Month Name" and "Date". Under "Month Name", there is a link "Archive" with a folder icon.

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You are currently logged in as: I
[Messages \(0\)](#) [Profile](#) [Logout](#)

[Home](#) | [Home](#) | [Marketplace Menu](#) ▼ | [Medicaid Menu](#) ▼ | [Quality Reports](#) | [CM/DM Form](#) | [Admin](#) ▼

[Member Health Profile](#) | [Quality Reports](#)

[Home](#) > [Reports](#)

Click [here](#) to update your reporting information.

Progress Reports

<u>Month Name</u>	<u>Date</u>
Archive	

Quality

Comparison Report

- Compares individual provider office performance to all of MDwise.

Missed Opportunities Report

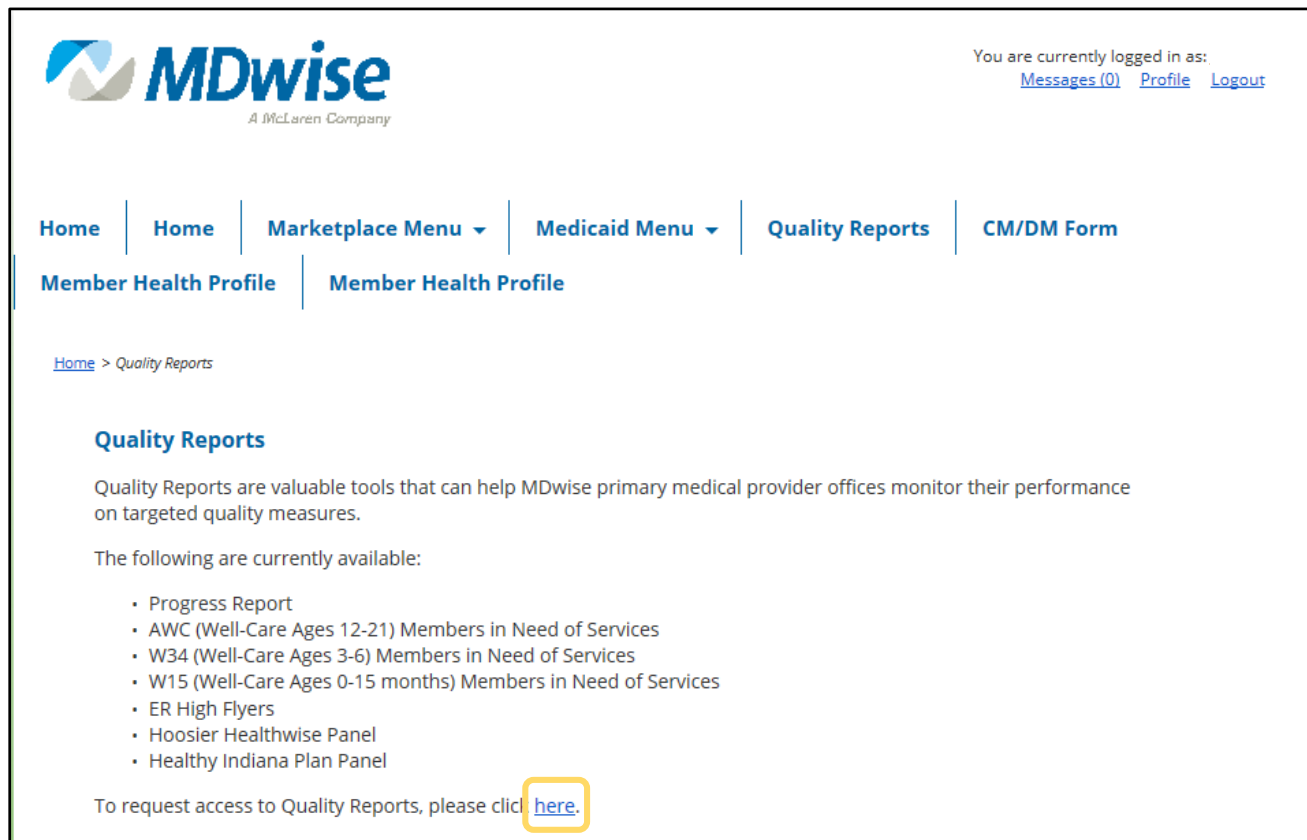
- Shows opportunities at member appointments that were missed.
 - Example: An acute visit that can also count toward a well visit.

Year to Date Report

- Shows where your office stands compared to the previous year.

Requesting Access

- Complete required fields and submit
- Access granted within 2-3 business days



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You are currently logged in as:
[Messages \(0\)](#) [Profile](#) [Logout](#)

[Home](#) | [Home](#) | [Marketplace Menu](#) | [Medicaid Menu](#) | [Quality Reports](#) | [CM/DM Form](#)

[Member Health Profile](#) | [Member Health Profile](#)

[Home](#) > [Quality Reports](#)

Quality Reports

Quality Reports are valuable tools that can help MDwise primary medical provider offices monitor their performance on targeted quality measures.

The following are currently available:

- Progress Report
- AWC (Well-Care Ages 12-21) Members in Need of Services
- W34 (Well-Care Ages 3-6) Members in Need of Services
- W15 (Well-Care Ages 0-15 months) Members in Need of Services
- ER High Flyers
- Hoosier Healthwise Panel
- Healthy Indiana Plan Panel

To request access to Quality Reports, please click [here](#).

Provider Relations Territory Map



Region 1
Paulette Means
pmeans@mdwise.org
317-822-7490



Region 2
T. A. Ward
tward@mdwise.org
317-983-6137



Region 3
Michelle Phillips
mphillips@mdwise.org
317-983-7819



Region 4
TBD



Region 5
David Hoover
dhoover@mdwise.org
317-983-7823



Region 6
Tonya Trout
ttrout@mdwise.org
317-308-7329



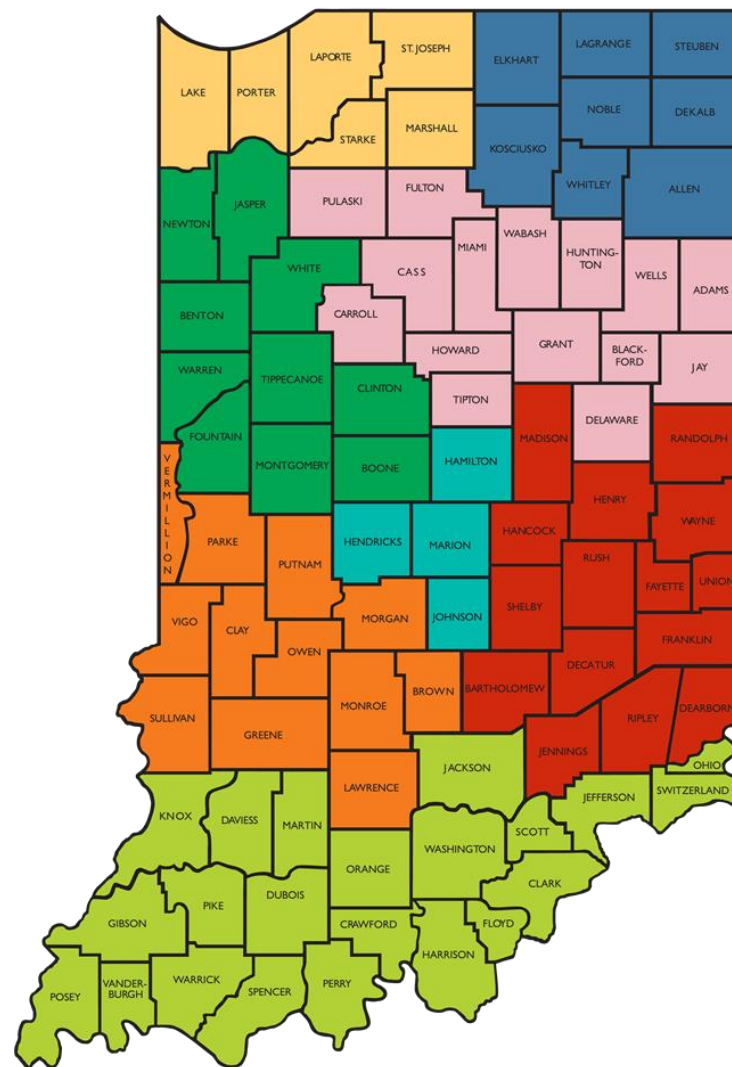
Region 7
Rebecca Church
rchurch@mdwise.org
317-308-7371



Region 9
Whitney Burnes
wburnes@mdwise.org
317-308-7345

Michelle Phillips
mphillips@mdwise.org
317-983-7819
(Home Health & Hospice)

Nichole Young, RN
nyoung@mdwise.org
317-822-7509
(Behavioral Health - CMHCs, OTPs, IMDs, Residential)



Provider Relations Representatives- Contact Information

Representative	Territory	Phone	Email
TA Ward	Region 2	317-983-6137	tward@mdwise.org
Michelle Phillips	Region 3, Hospice, Home Health	317-983-7819	mphillips@mdwise.org
David Hoover	Region 5	317-983-7823	dhoover@mdwise.org
Tonya Trout	Region 6	317-308-7329	ttrout@mdwise.org
Rebecca Church	Region 7	317-308-7371	rchurch@mdwise.org
Whitney Burnes	Region 9	317-308-7345	wburnes@mdwise.org
Nichole Young	Behavioral Health (CMHC, OTP, IMD or Residential)	317-822-7509	nyoung@mdwise.org

Resources

MDwise Provider Tip Sheets

- <http://www.mdwise.org/for-providers/tools-and-resources/additional-resources/tip-sheets/>

MDwise Provider Manuals

- <http://www.mdwise.org/for-providers/manual-and-overview/>

MDwise Provider Relations Territory Map

- <http://www.mdwise.org/for-providers/contact-information/>

MDwise Claims: Provider Customer Service Unit

- 1-833-654-9192

MDwise Customer Service

- 1-800-356-1204

IHCP Provider Modules

- www.in.gov/providers

Questions



Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1033>